

ID: 3

P1 2025-11-11 Recover Paul's archived emails (ID:3)

5/2/26 Russell working on recovering from Veeam

Active: True Status: WIP

Ticket No.: 176219 (Closed 29/1/26)

Purchase Order No.:

Flags (1on1, Exch, ITP): 1on1,Exch

Email: russell.thomas@cohdawireless.com

11/11/25

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12:00 locane Project meeting - Russell and Matthew reviewed the status of Paul's email migration, confirming active emails have been transferred but archive emails remain on-premises, with plans to complete the migration in the coming week and make the Exchange server inactive.

18/11/25

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12:00 Project meeting - Stuart, Russell, and Matthew discussed the status of Paul's mailbox archive migration, with Matthew reporting the process is about 40% complete and estimating completion and export to PST by the end of the week, after which Russell will provide the file to Paul for ingestion into 365.

20/11/25

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Sent follow up email to Matthew.

09:39 \*\*\* Follow this up \*\*\* Matthew responded advising there was an error running the restore archive emails script. We had 2 options - Migrate Paul back to onPrem and attempt to archive from there or delete the archive and there was a 30 day window to do this. I responded saying to go with option 1 and clarify when the 30 day window starts. - 27/10/25 @ 10:59:46 17:38 Email from Matthew advising he had hit an issue restoring archive older than 5 years. Advising we have a 30 day window.

17:41 Paul then responded saying option 1 is very disruptive. "Why not just export to a PST and import it" - I will leave it to Matthew to respond to this.

24/11/25

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Email from Mathew...

1) Migrate Paul back on Premise and attempt to attach the archive to his account and mailbox then export the archive to a .pst

2) Delete the Archive.

3) Restore from a backup prior to 27/10/2025 the complete exchange user object to a new user on the local exchange server and export to a .pst from this.

Sent email -

Restore Paul's mail file from a backup copy (prior to migration on 27/10) into a new mail / user file. I understand the Veeam environment may need to be rebuilt to facilitate a restore and Cohda would need to confirm there is a successful backup of Paul's mail file and it can be restored into a new mail entity. Tapes being recalled from TIMG - Refer Cohda-44.pdf (Recover tapes from TIMG).

16:52 email from Stuart...

-Need to turn on tape library

-Turn on Media agent server(QNAP?)

-Provide RDP access.

25/11/25

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12:00 Exchange project meeting - RKT to bring up "access server" - CW-SVR01 and give access to Matthew to be able to recover emails from tape.

27/11/25

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16:10 Gave cohda\iocane local admin access to CWSVR01 as requested by Matthew

28/11/25

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16:02 Matthew advised he was unable to access tape drive or the NAS.

1/12/25

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Confirmed tapes had been delivered from TIMG.

15:30 After powering on the tape drive; restarting the Veeam services on CW-SVR01; and confirming I could access the QNAP I responded to Matthew asking him to try again.

2/12/25

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12:00 Project meeting - Matthew to confirm he can access tape drive/QNAP, this afternoon.

3/12/25

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10:40 Sent Matthew a follow up email inquiring how he went accessing the tape drive/QNAP yesterday.

8/12/25

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08:30 Email from Matthew asking for tapes to be loaded into the drive. This suggests he was unable to restore from the QNAP.

12:41 Email from Matthew asking for credentials. I tried all the different veeam accounts including cohda\supp0rt but couldnt get any to work.

15:07 Email from Matthew suggesting I log a ticket with support.

9/12/25

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09:47 Email to support@iocane.com asking them to look at recovering the Exchange 2010 server from Veeam 11 backups. Ticket IMS 176219. locane will log ticket with Veeam.

09:52 ask:[IMS 176219] - Cohda Wireless - Update email advising ack.

10/12/25

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10:17 Task:[IMS 176219] - Cohda Wireless - Update email advising Shan had logged into CW-SVR43 (New Veeam cloud server) - Cant find CW-SVR13 in Veeam. Tried restoring files from Exchange 2010 but it asked for credentials; Triad many accounts in SS, but cant access. Trued restore the other wy, got error.

searched online; logged into Veeam Customer portal; Cant raise a technical case, checked license - all good (165days left); Raised general inquiry case #07914561.; Sent email to Russell.

15:12 Task:[IMS 176219] - Cohda Wireless - Update email advising and update from Veeam. CohdaIT is not the license admin or case admin, can't raise support case. Russell to raise case or cohdaIT to case admin role.

11/12/25

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14:28 Task:[IMS 176219] - Cohda Wireless - Update email advising Veeam support assigned CohdaIT@ as primary license account; Raised technical support case 07917861; Collected screenshots & logs for their investigation.

12/12/25

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12:48 Task:[IMS 176219] - Cohda Wireless - Update email advising received the recommendations from Veeam support and send to Matthew to test.

17/12/25

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9:33 Task:[IMS 176219] - Cohda Wireless - Update email noting Russell was provided steps to get Windows Server license from the MS admin portal but this had Failed. Steven (Cooke) had coordinated with reseller (Dicker) to get permissions from Russell to access service hub. Followed up with MS support regarding downgrading Windows Server 2025 license.

Comment: Checked with Matthew. The old Exchange Server is being restored, but due to the very large data size, the process may take a few days. After one day it had reached approx 25%.

22/12/25

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Restore at 76% (165 hours - nearly 7 days)

24/12/25

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09:18 Email to Matthew advising the restore had completed.

6/1/26

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12:00 Project meeting - Mathew advised he would get on to it this afternoon.

7/1/26

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08:36 Email from Matthew advising the stores didnt appear to have restored. I responded with some followup information.

18:12 Email from Matthew advising he is unable to locate the stores. It appears he may be looking at CW-SVR44 which was not backed-up to tape. Replied to Matthew next day advising he needed to look at the WASABI backups if he wants to restore CW-SVR44.

9/1/26

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10:57 Email from Matthew advising he was getting "MapiExceptionCorruptStore" error when trying diagnostics on cw-svr44. Will advise once diagnostics are complete.

13/1/26

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12:00 Project meeting. Mathew advised restore is happening now. Will send update this afternoon/tomorrow.

14/1/26

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19:19 Nothing heard back from Matthew as promised in yesterday's PM. Sent followup email to Matthew (CC Rhys & Stuart) asking for an update. Set status to "WAITING"

15/1/26

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12:52 Email back from Matthew advising he is still looking into it.

27/1/26

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12:27 Email from Suart advising the issue had been discussed internally & set a meeting for Wednesday (28/1/26) to discuss. options-  
-Upgrade Exchange from 2016 to 2019 & pay for SE license for all users. This will allow us to log a support call with MS.  
-Accept the loss of the mailbox data.

28/1/26

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10:30 Meeting with locane. Adam, Stuart, Matthew, Rhys myself  
-Exchange 2016 is EOL & EOS  
-Look to recover PST from Paul's local backup  
-Look to recover from Exchsng 2010 backup. Backup from 1500 days ago wont mount  
-Need to recover the root tennant.

12:18 IMS ticket 176219 email received from locane - Closing task.

Update meeting set for 4/2/26 at 10AM refer Cohda Calendar - Refer minutes sent from Stuart sent 28/1/26

30/1/26

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09:30 Spoke with Paul re his local backup. He is only keeping a week.  
13:14 Refer Cohdait.chm -> "Recover VM from tape with veeam (9.5.0.1536)".  
- Open Veeam on CW-SVR01 -> Restore from top menu. -> Select Tape -> Restore Backups. Add from backups. Only has 11/8/25 & 19/9/25 listed. Selected 11/8/25  
- Started Veeam restore from tape of CW-SVR13 (6.9B) to QNAP \Exchang2010\_Restore\_20260130. Tapes required - FCS001, FCS008, FCS005 & FCS006  
- This restores a vbk file into the "Cohda Virtual Manines on Tape" subfolder  
- It will need to be loaded into vSphere

31/1/26

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18:25 Restore completed. 29h 10m

3/2/25

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Recover the VM from the VBK. CW-SVR01 -> Veeam -> Disk (Imported) -> Cohda Virtual Machines on Tape\_imported -> CW-SVR13 (Created 11/8/25 1:59PM) - Not old enough?. CW-SVR13 11/8/25. - 6.9TB  
15:45 Process started.  
File Restored: CW-SVR13-EXCHANGE 2010.vmx  
File Restored: CW-SVR13-EXCHANGE 2010.vmx  
File Restored: CW-SVR13-EXCHANGE 2010.nvram  
File Restored: CW-SVR13-EXCHANGE 2010.vmdk - Failed. Refer photo on Phone for error code.

Attempt Recover Mailbox store - Started "Mounting"

MBXDB1.edb

MBXDB2.edb

MBXDB3.edb - This has Paul's emails. Oldest one in "Perminantly Deleted Items" was 11/8/23. Oldest in Inbox was "25/6/17"

PFXDB1.edb

Recover the VM from thr VBK. CW-SVR01 -> Veeam -> Disk (Imported) -> Cohda Virtual Machines on Tape\_imported -> CW-SVR13 (Created 13/12/19 6:58PM)

4/2/26

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Resolved issues logging into the Veeam Backup server after it has been rebooted. Restarted all Veem realtd services on CW-SVR01.

CW-SVR01 -> Veeam -> Disk (Imported) -> Cohda Virtual Machines\_imported(1) (24/1/19 6:01PM) -> CW-SVR13 (Created 24/1/19 20:23) -> Restore application items -> Microsoft Exchange mailbox items... -> Created 2314 days ago (8:32PM Friday 4/10/2019) -> Crdentials - Can authenticated.

CW-SVR01 -> Veeam -> Disk (Imported) -> Cohda Virtual Machines on Tape\_imported (11/8/25 6:01PM) -> CW-SVR13 (Created 24/1/19 20:23) -> Restore application items -> Microsoft Exchange mailbox items... -> Created 176 dys ago (1:59PM Monday 11/8/2025) -> Credentials

Refer Migrate to Exchane365 in cohdaIT.chm. Last updated 17/7/25. Veeam was upgraded from 9.5 to 11a on the 11/5/25

Email to TIMG advising no more tape collection after 1/10/25

5/2/26

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Veeam recovery completed. File restored to \\192.168.50.25\Veeam\\_Resotre\_20260130\Cohda Virtual Machines on Tape

-Cohda Virtual Machines on Tape.vbm - 140KB

-Cohda Virtual MachinesD2025-08-11T2292\_196E.vbk

-Credentials error when trying to access vbk. (6/2/26 Could this be the QNAP credntials? is Admin/{refer keepass}

6/2/26

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-Attempting CW-SVR13 recovery from tape again...

CW-SVR01 -> Veeam -> Resotre -> Backups -> Tape -> Cohda Virtual Machines on Tape (6/6/25) -> CW-SVR13 (9/9/25) - 11 restore points -> Restore backup from Tape to repository 9/9/25 -> Resotre file to QNAP 1.9TB

-Restoring file Cohda VirtulMachinesD2025-09-19T170046\_196E.vbk.

-Loading tape AGV335 from slot 25. note - This is not a tape that was used in the restore form the 30/1/26

Refer above.

9/2/26

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-VirtulMachinesD2025-09-19T170046\_196E.vbk restored to v:\Cohda Virtual Machines on tape

-Highlight Cohda Virtual Machines on Tape -> CW-SVR13 EXCHANE 2010

-From top menu -> Restore -> Application Items -> Microsoft Exchange -> 152 Days ago (5:46PM 9/9/25) -> Next

-> Restore Reason -> Next -> Browse -> Mounting... -> Veeam Explorer for Microsoft Exchange -> Mounting...

-Only loaded the PFDB1.edb store - Public folder!!!

-Highlight Cohda Virtual Machines on Tape\_Imported -> CW-SVR13 EXCHANE 2010

-From top menu -> Restore -> Application Items -> Microsoft Exchange -> 182 Days ago (5:46PM 11/8/25) -> Next

-> Credentials -> Admin/{refer QNAP pwd in keepass. not if incorrect it reports "Logon failure: unknown user name or bad password."} ->

-The system cannt find the pathe specified.

-Highlight Cohda Virtual Machines on Tape\_Imported(1) -> CW-SVR13 EXCHANE 2010

-From top menu -> Restore -> Application Items -> Microsoft Exchange -> 2319 Days ago (8:32PM 4/10/19) ->

Next -> Credentials -> Admin/{refer QNAP pwd in keepass} ->

-The system cannt find the path specified.

-Highlight Cohda Virtual Machines on Tape\_Imported(1) -> CW-SVR13 EXCHANE 2010

-From top menu -> Restore -> Application Items -> Microsoft Exchange -> 2319 Days ago (8:32PM 4/10/19) ->

Next -> Credentials -> Admin/{refer QNAP pwd in keepass} -> Gives 4 resotre points...

1. 2249 days ago 13/12/29 - Full

2. 2213 days ago 10/10/19 - Rollback

3. 2214 days ago 9/10/19 - Rollback

3. 2215 days ago 8/10/19 - Rollback

- Select #1 -> Reason -> Next -> Browse -> The Parameters is incorrect

-Removed all the jobs from disk

- Open Veeam on CW-SVR01 -> Restore from top menu. -> Select Tape -> Restore Backups. Add from backups. Only has 11/8/25 & 19/9/25 listed. Selected 19/9/25 this time. -> Selected Exchange2010.

-Requires

AGV353

AGV354

AGV334

AGV368

FCS010

822AAB

809AAB

AGV338

AGV364

821AAB

AGV349 <-Missing

821AAB

AGV349

AGV346

AGV341

AGV365

824AAB

808AAB <-Missing

AGV363

731AAC

805AAB

- Open Veeam on CW-SVR01 -> Restore from top menu. -> Select Tape -> Restore Backups. Add from backups. Only has 11/8/25 & 19/9/25 listed. Entered CW-SVR13

-Requires

AGV334

AGV348

AGV367

11/2/25

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CW-SVR01 -> Backups (LHS) -> Disk Imported -> Virtual Machines\_imported -> CW\_SVR13-EXCHANGE 2010. Original Host cw-svr03 -> Microsoft Exchange Mailbox Item Restore

-Available Store points:-

-2251 Days ago (6:58PM Friday 13/12/19) - Full

-2315 Days ago (8:34PM Thursday 10/10/19) - Rollback

-2316 Days ago (8:27PM Wednesday 9/10/19) - Rollback

-2317 Days ago (8:25PM Tuesday 8/10/19) - Rollback

Selected:2251 Days ago (6:58PM Friday 13/12/19) - Full -> Next -> Credentials -> Added Admin (Refer Keepass QNAP) -> "The system cannot find the path specified"

looking at c:\ProgramData\VeemBackup\svc.VeeamBroker.log it was showing failed to login to cw-svr40.cohdawireless

CW-SVR01 -> Backups (LHS) -> Disk Imported -> Cohda Virtual Machines on Tape\_Imported -> CW\_SVR13-EXCHANGE 2010 -> Microsoft Exchange Mailbox Item Restore

-Available Store points:-

-154 Days ago (5:46PM Tuesday 9/9/25) - Full

-> Reason -> Browse (wait bit for Veem Explorer) ->

Opened the \\192.168.50.25\Veem\cohda Virtual Machines on Tape\Cohda Virtual MachinesD2025-09-19T170046\_196E.vbk -> "Reading the backup file, this may take a few seconds"  
CW-SVR13-EXCHANGE 2010 -> Restore -> VM Files (VMDK, VMX)

-> Restore point VM-name: CW-SVR13-EXCHANGE-2010 Original host CW-SVR40.cohda.wireless -> Next > -> "Loading VM Files"

File to resotre: CW-SVR13-EXCHANGE 2010.vmx  
File to resotre: CW-SVR13-EXCHANGE 2010.vmx  
File to resotre: CW-SVR13-EXCHANGE 2010.nvram  
File to resotre: CW-SVR13-EXCHANGE 2010.vmdk  
File to resotre: CW-SVR13-EXCHANGE 2010-flat.vmdk  
File to resotre: CW-SVR13-EXCHANGE 2010\_1.vmdk  
File to resotre: CW-SVR13-EXCHANGE 2010\_1-flat.vmdk

Path to folder \\192.168.50.25\Veem

-> Next >

File Restored: CW-SVR13-EXCHANGE 2010.vmx  
File Restored: CW-SVR13-EXCHANGE 2010.vmx  
File Restored: CW-SVR13-EXCHANGE 2010.nvram  
File Restored: CW-SVR13-EXCHANGE 2010.vmdk  
Failed: CW-SVR13-EXCHANGE 2010-flat.vmdk - The parameter is incorrect  
Failed: CW-SVR13-EXCHANGE 2010\_1.vmdk - Exception thrown  
Failed: CW-SVR13-EXCHANGE 2010\_1-flat.vmdk - Established connection

16/2/26

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16:28 Replied to Stuarts email from 16:19 advising that I was having issues recovering the Exchange 2010 server and that this was now on the back burner.

Refer cohda-44.txt (Recover inventory from TIMG)  
Refer Cohda-49.txt (Exchange 2016 decommissioning)  
Refer Cohda-4.txt (Activate CW-SVR44)

Ticket UPDATED: 2026-02-16 16:38 (TODO.EXE v2026.3.31.1529)